

Task Order 56 - Integrated Technical Architecture (ITA) Management

Monthly Metrics Based Service Target Report

Period Ending: 02/28/01



Integrated Technical Architecture (ITA) Management

Deliverable 56.1.4c

Executive Summary

Period Ending 02/28/01

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
1.0	Response Time - High	90%	100%	2
1.1	Response Time - Medium	90%	100%	5
1.2	Response Time - Low	90%	100%	3
	Other Service Metrics			
1.3	Service Reporting Delivery	7	n/a	n/a
1.4	Resolution Quality	90%	100%	10
1.5	Help Desk Accuracy	90%	n/a	0
	Help Desk Metric			
1.6	Request Volume	100	10	10

Monthly Highlights

1. Added new Autonomy database and reconfigured files for SFANet in development and production sites.
2. Assisted CSCC IFAP customer service on their Interwoven workflow and procedures.
3. Track all Modernization IT Projects and their environment requirements.
4. Facilitate weekly coordination sessions with IT Services, the VDC, and Modernization Partner maintaining a list of open action item issues.

(Please see Appendix A for detailed explanations of each metric)

